



CALIFORNIA STATE UNIVERSITY
LONG BEACH

TRAINING AT THE BEACH

Microsoft Outlook Web App (OWA)



INFORMATION TECHNOLOGY SERVICES

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Introduction

Outlook Web App (OWA) is the web-based version of the Outlook 2010 email client. To access OWA, you need a web browser and an internet connection.

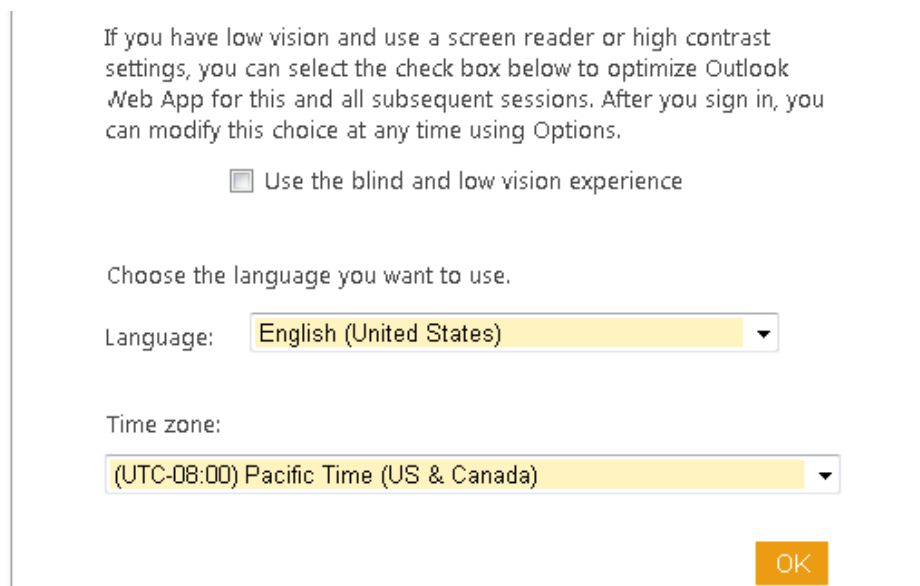
Logging In

- Go to <http://mail.csulb.edu>.
- Enter your **Email address** (firstname.lastname@csulb.edu) and **Password**.
- Click **Sign In**.



A screenshot of the Outlook Web App login interface. It features two input fields: 'Domain\user name:' containing 'prospector.pete@csulb.edu' and 'Password:' containing a masked password of ten dots. An orange 'Sign in' button is positioned to the right of the password field.

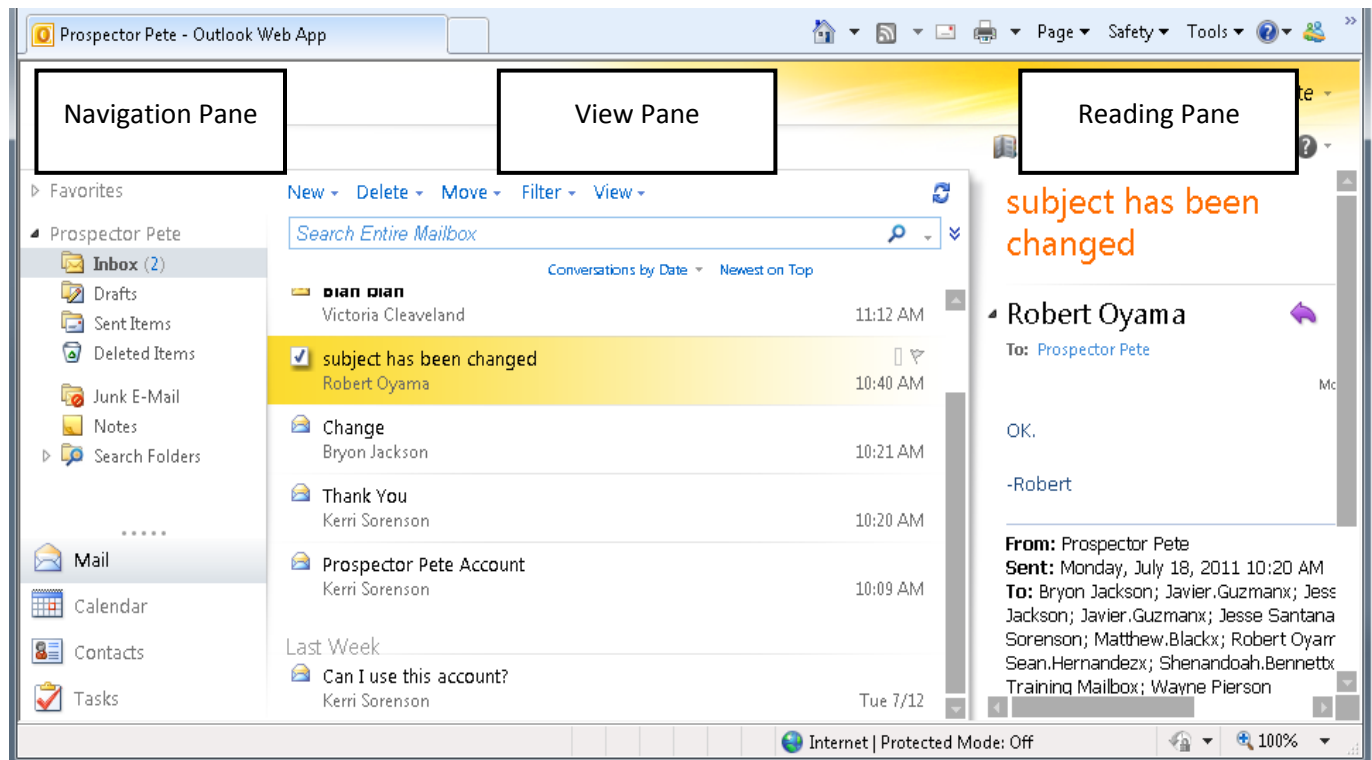
If this is your first time logging in, you'll be prompted to select a **Language** and **Time Zone**. For low vision or screen reader users, you can opt to use the blind and low vision experience by checking the box. Otherwise, click **OK** to continue.



A screenshot of the Outlook Web App language and time zone selection screen. It includes a paragraph explaining that users can optimize Outlook Web App for screen readers by checking a box. Below this is a checkbox labeled 'Use the blind and low vision experience'. Further down, there are two dropdown menus: 'Language' set to 'English (United States)' and 'Time zone' set to '(UTC-08:00) Pacific Time (US & Canada)'. An orange 'OK' button is at the bottom right.

The OWA Interface

OWA operates in a multi-pane window, very similar to the Outlook client. You can collapse, expand, drag and increase or decrease each pane's size or shape. Each pane is dynamic; for example, if you click a folder in the **Navigation Pane**, the folder contents open in the **View Pane**. Select an item in the **View Pane** and the item details open in the **Reading Pane**.



Feature Differences

Most features found in the full Outlook client are also found in Outlook Web App (OWA). The following table highlights the major differences between features in OWA and the full client.

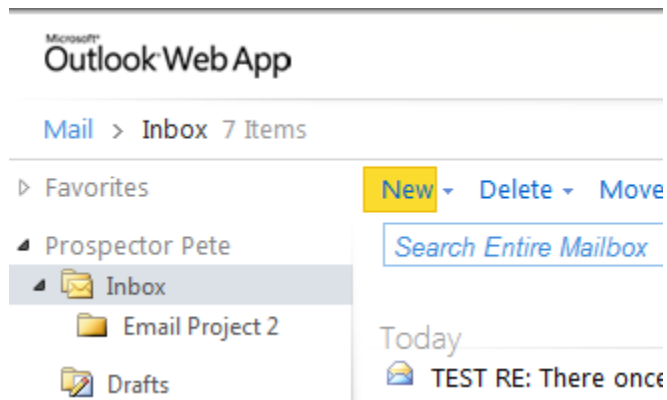
Feature	Supported in Outlook	Supported in Outlook Web App
Search folders	Full functionality	You can't create Search folders. You can view default Search folders. You can also view custom Search folders that you previously created using Outlook.
Message editing tools	Full functionality	Limited
Notes	Full functionality	View only
Journal	Full functionality	View only
Monthly calendar view	Full functionality	View and edit. You can't print.
Searching	Full functionality	Not available in Calendar
Custom dictionaries	Yes	No
Import and export data from other data sources, such as .pst files, database files, other messaging and contact systems, other calendaring applications	Yes	No
.pst file support	Yes	No
Send to Office OneNote	Yes	No

Feature	Supported in Outlook	Supported in Outlook Web App
Hierarchical address book	Yes	No
Delegate control	Yes	No
RSS subscription and management	Yes	No
Voting buttons	Yes	No
Propose new time for meetings	Yes	No
Related search through right-click	Yes	No
Natural language search	Yes	No
Windows SharePoint Services lists	Yes	No
Outlook Today page	Yes	No
To Do Bar	Yes	No
Customize navigation pane	Yes	No
Pasting inline images	Yes	No
Task request	Yes	No
Automatic formatting of calendar items	Yes	No
Secondary time zone in calendar view	Yes	No

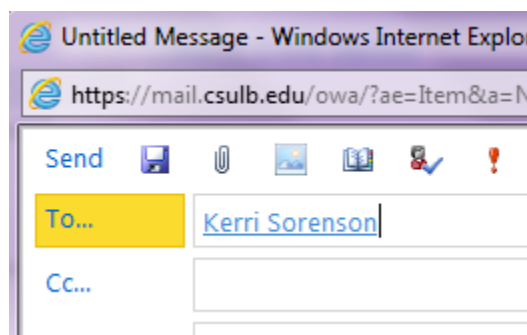
Email

Creating New Email

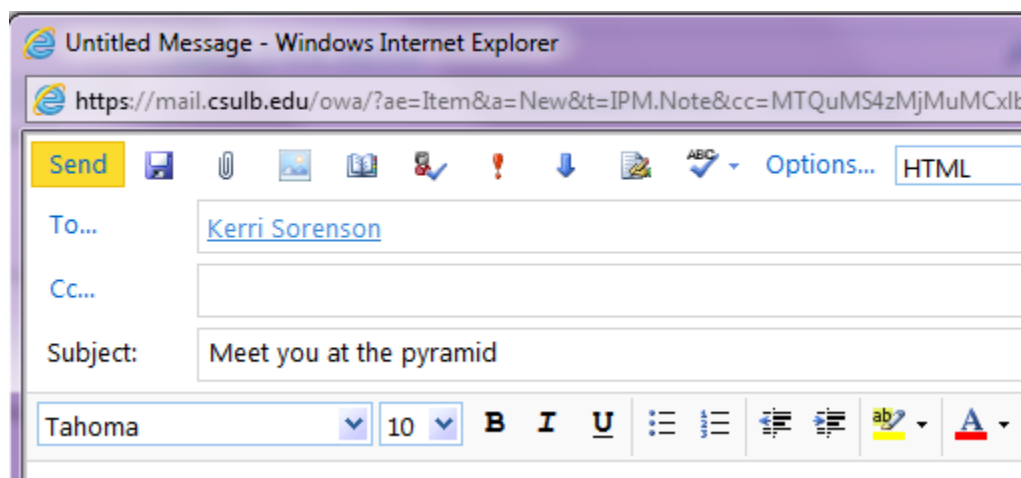
To create new email, click the New button from within your mailbox.



A second window will appear with your blank email. Type the recipient's email address in the **To** field. If you need to lookup a recipient's email address in **Contacts**, click the **To** link and the Global Address Book will open. Double-click the recipient's name and click **Ok**. The recipient will be added to the **To** field.

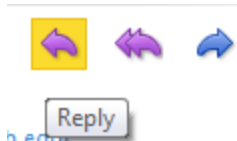


Once you've completed your email message, click **Send** in the upper left hand corner. Your mail has been sent and the individual email window will close, taking you back to the original mailbox.

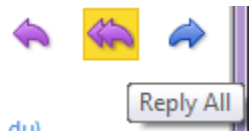


Responding from within the Reading Pane

From the Reading Pane, you can respond to an email, using the buttons in the upper right corner. Reply to only the sender by clicking the Reply button.



To Reply to All recipients, click the **Reply All** button.

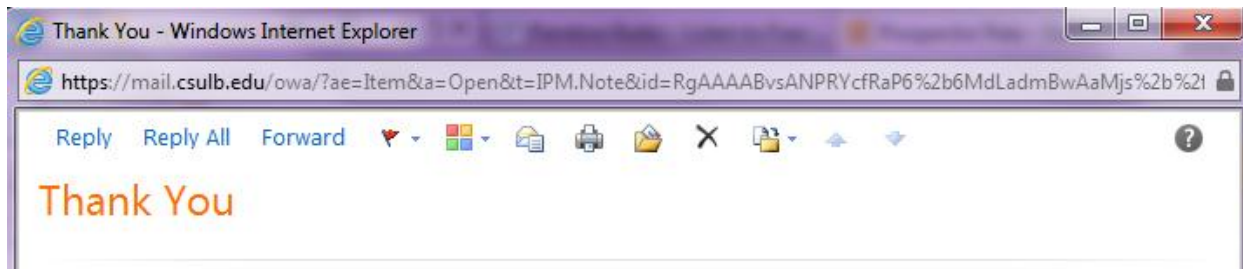


To forward an email, click the **Forward** button.



Responding from within the email

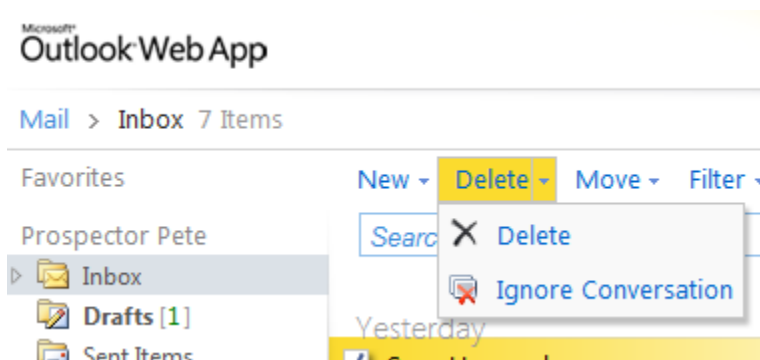
If you double-click and email from the navigation pane, it will open in a secondary window. The respond commands are located in the upper left corner of the window:



Click **Reply** to reply to only the sender, **Reply All** to reply to the sender and all other recipients or **Forward** to forward to another recipient.

Deleting Mail

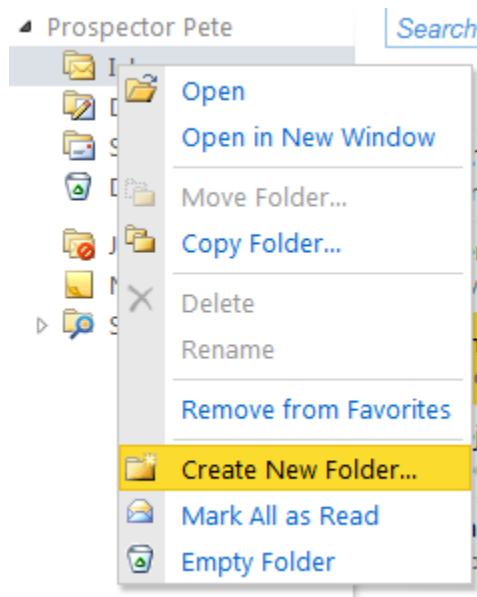
To delete an email, click the **Delete** button in the View pane. The item will be moved to the Deleted Items recycle container. You can also choose to **Ignore Conversation**. New messages that are part of a conversation that a user has chosen to ignore are sent straight to the deleted items folder.



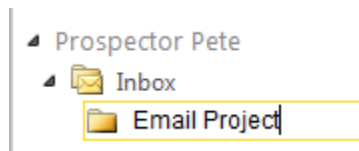
Organizing Mail

Creating New Folders

To create mail folders, in the navigation pane, right-click the location in which to place the folder. For example: If you want a folder inside the Inbox, right-click the Inbox and click **Create New Folder**.



A blinking cursor will appear. Type the name of folder and **Enter**.

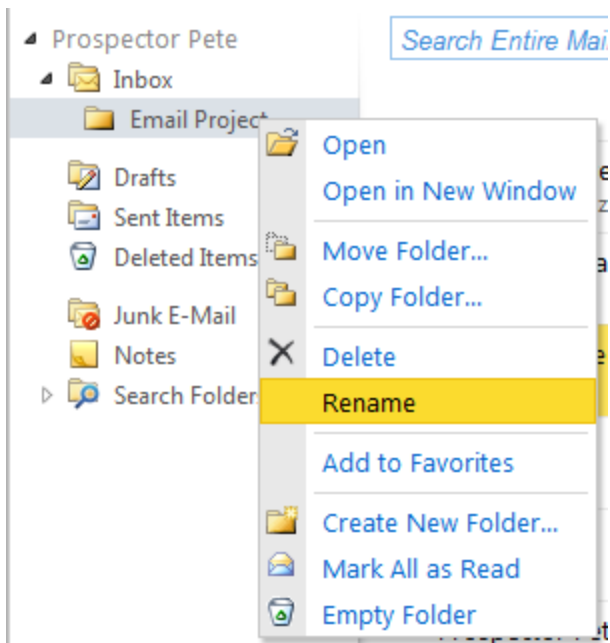


To move mail from any location to a folder, drag it from the view pane and drop it in the folder.

Note: Any folders you create in the client will also appear in the OWA interface and vice versa.

Renaming and Deleting Folders

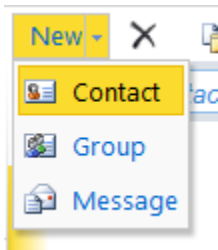
To rename a folder, right-click on the folder in the navigation pane and click **Rename**. The folder name will be highlighted. Type the new folder name and key **Enter**. To delete a folder, right-click it and click **Delete**.



Contacts

Personal Contacts

When you click on the Contacts button in the navigation pane, you will be taken to your personal contacts by default. To add a contact, select **New > Contact**.



Complete the information and click **Save and Close** in the upper left hand corner of the window.

CSULB Campus Contacts

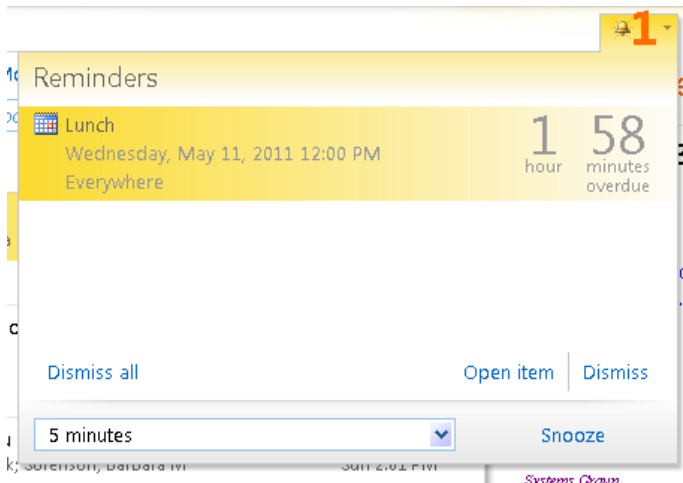
To view the Global Address List, click the address book icon next to “Find Someone” from anywhere within OWA.



From here, you can browse the entire campus employee community.

Calendar

Once you have entries on your calendar, upon login reminder alerts will appear in a dialog box. The number in the upper right hand corner indicates how many total alerts you have. You can choose to **Dismiss** the alert, **Dismiss All** at once, **Open Item** or **Snooze**. Clicking **Snooze** will remind you again in five minutes (default).



Viewing Your Calendar

To view your calendar, click the **Calendar** button in the navigation pane.

View your calendar in different formats by clicking the Day View, Work Week View, Week View, or Month View button.



Scroll to different months by either clicking the forward and backward arrows in the navigation pane, or by clicking the month itself.



Creating New Calendar Entries

To create a new calendar entry, double-click a time slot or day on your calendar. Please note that in Day, Work Week or Week view, the default entry type is an appointment. In the Month view, the default calendar entry type is an “All Day Event” – you will have to uncheck the All Day Event box to specify start and end times.

Start time:	Wed 7/20/2011	2:00 PM	<input type="checkbox"/> All day event
End time:	Wed 7/20/2011	3:00 PM	

To invite others to a meeting, click the Scheduling Assistant tab. Enter the recipient’s name under your own. To see a list of campus contacts to invite, click the address book icon next to “Select Attendees.”

Appointment
Scheduling Assistant

Start:
Wed 7/20/2011
2:00 PM
End:
Wed 7/20/2011
3:00 PM

☒ Show only working hours

Select Attendees	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	Thu 8:00	Suggested Times
Prospector Pete							< July 2011 > S M T W T F S 26 27 28 29 30 1 2 3 4 5 6 7 8 9

When you have completed your entry, click **Send** (or **Save and Close** if you didn't invite other recipients). The calendar entry will appear on your calendar.

20

2:00 PM 3:00 PM Follow Up; I

Receiving Meeting Invites

Calendar invites will arrive in your mailbox. The calendar icon in the upper left hand of the mail item indicates it is a calendar invite. Within the body of the notification, you can click the check sign to accept a meeting, the question mark to request more information from the sender or the 'x' to decline the meeting.

Please respond.

Friday, July 22, 2011 11:00 AM-11:45 AM.

Where:
TIM to FIM Communication Plan Review

Getting Help

For additional help using Outlook, the following resources are available:

- Microsoft OWA Help icon for online assistance
- <http://training.csulb.edu> for training, self-help guides and video instruction
- Your local technical coordinator